

Security Holder Complaints Handling Policy

Transurban is a toll road owner and operator with a vision to strengthen communities through transport.

The purpose of this Security Holder Complaints Handling Policy (**Policy**) is to explain the approach of Transurban Infrastructure Management Limited (**TIML, we, us or our**) to the management of complaints received from:

- our stapled security holders who are 'retail clients' under the Corporations Act (a **security holder**); and
- any prospective security holder to whom we provide a financial service,

(each, a **complainant**) in relation to financial services provided by us under our Australian Financial Services License (**AFSL**) in our capacity as the responsible entity of the Transurban Holding Trust (**THT**).

If you are dissatisfied with the financial services we provide, you can lodge a complaint in accordance with the procedures set out in this Policy.

How we deal with complaints

If you make a complaint in relation to our financial services we will respond in accordance with our internal Security Holder Complaints Handling Procedure (**Procedure**). We may take the following steps in responding to your complaint:

- promptly acknowledge your complaint;
- investigate and assess your complaint; and
- provide you with a written response (where applicable).

When we will respond

We aim to resolve your complaint in a timely and efficient manner. Where required in accordance with our internal Procedure, we will provide a written response to you within 30 days of your complaint being received.

If we resolve your complaint within 5 business days of receipt, we will generally not provide you with a written response unless you ask for one.

If your complaint is particularly complex, or there are relevant circumstances outside our control, we will provide you with a delay notification within 30 days of your complaint being received. This delay notice will set out our reasons for the delay in providing a written response and your right to escalate the complaint to Australian Financial Complaints Authority.

How can you lodge a complaint

Complaints can be lodged to our registry provider:

Computershare Investor Services Pty Ltd:

Telephone: 1300 360 146 (within Australia)
+61 3 9415 4315 (outside Australia)

Fax: +61 3 9473 2500

Email: web.queries@computershare.com.au

In person: Yarra Falls
452 Johnston Street
Abbotsford VIC 3067

By post: GPO Box 2975, Melbourne VIC 3001

or alternatively, to our **Complaints Handling Officer:**

Email: compliance@transurban.com

In person: Level 31, Tower 5, 727 Collins Street
Docklands VIC 3008

Assistance to lodge a complaint

If you require help to lodge a complaint, please contact us using any of the above means in relation to translation and other assistance we may be able to provide. We recognise that complaints may also be made by our road users and Linkt account holders or through our Whistleblower line 'Fair Call' operated by KPMG. Those seeking to make a complaint of this nature should refer to either the Linkt website at linkt.com.au or our Whistleblower Policy available at transurban.com/corporate-governance/whistleblower-service

Australian Financial Complaints Authority

We are a member of the Australian Financial Complaints Authority (**AFCA**). If you have lodged a complaint in relation to our financial services and are not satisfied with the resolution, you may refer the complaint to AFCA using the following details:

Website: afca.org.au/make-a-complaint

Phone: 1800 931 678

Email: info@afca.org.au

Please note that AFCA is not able to deal with complaints about your Linkt account.

Copies of this policy

This policy is available on the Transurban Group website at transurban.com

You can request a hard copy of the policy and details of how your complaint will be managed, free of charge by contacting compliance@transurban.com



Scott Charlton

Chief Executive Officer

November 2021